

FOI

Receipts are the same as the last quarter but down on last year. The difference is accounted for by the reduction in cases where there has been no internal review. This is a result of the successful implementation of our on-line complaints checker which steers applicants back to the public authority if there hasn't been a review. We have closed slightly more cases overall and issued more decision notices. The percentage of cases where we don't uphold the appeal to the ICO remains the same at approximately 61%

A risk is developing with some 10 cases that are over 1 year old. These are all awaiting final sign off.

DP

Receipts down, again due to the complaints tracker heading off ineligible concerns. Note the new categories showing the outcome. 68.8% resulted in the ICO engaging the data controller.

PECR

A big increase in concerns lodged about recorded voice messages.

GENERAL

Helpline calls down as anticipated. Last year's figures were inflated by calls about the new registration procedure. In addition, we are seeing the benefits of work on our telephony that reduces double handling.

Fee income continues to rise.

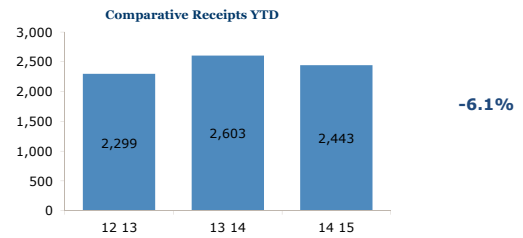
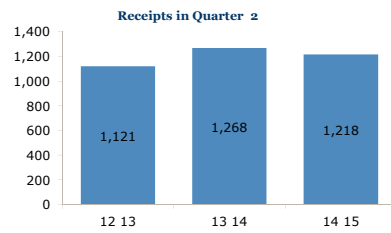
Simon Entwisle

FOI complaint casework

October 2014 - Quarter 2

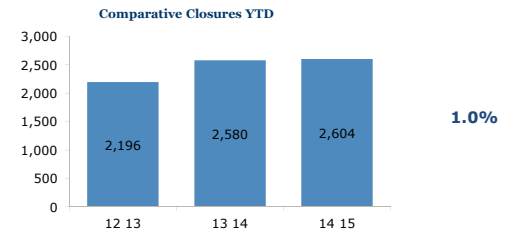
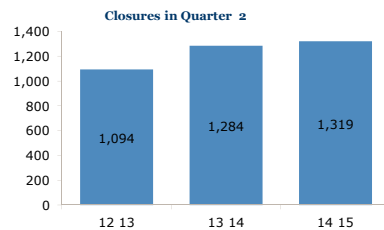
Received

| | 2013/14 | 2014/15 |
|--------------|--------------|--------------|
| Quarter 1 | 1,335 | 1,225 |
| Quarter 2 | 1,268 | 1,218 |
| Quarter 3 | 1,163 | |
| Quarter 4 | 1,385 | |
| Total | 5,151 | 2,443 |

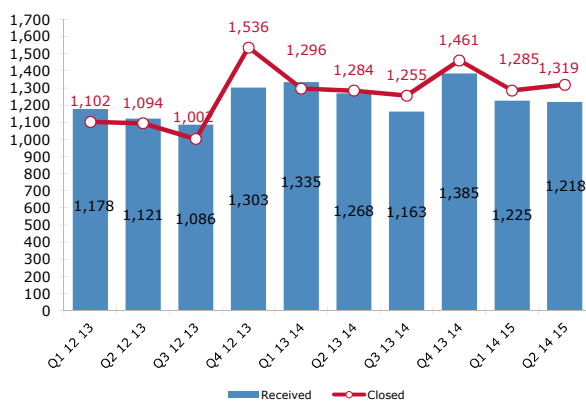


Closed

| | 2013/14 | 2014/15 |
|--------------|--------------|--------------|
| Quarter 1 | 1,296 | 1,285 |
| Quarter 2 | 1,284 | 1,319 |
| Quarter 3 | 1,255 | |
| Quarter 4 | 1,461 | |
| Total | 5,296 | 2,604 |



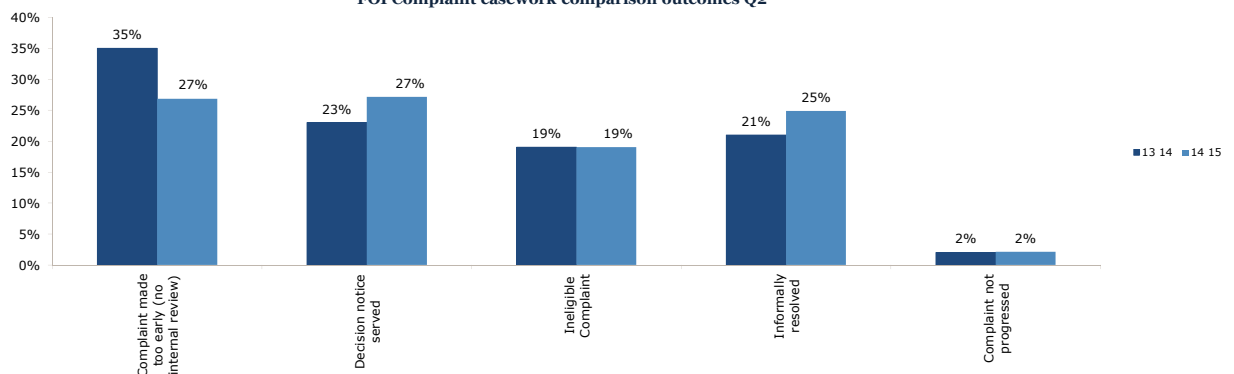
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

| Age profile | Q2 | % |
|------------------|--------------|-------------|
| 0 - 30 days | 715 | 54% |
| 31 - 90 days | 218 | 17% |
| 91 - 180 days | 278 | 21% |
| 181 - 270 days | 81 | 6% |
| 271 - 365 days | 17 | 1% |
| 1 yr - 18 months | 10 | 1% |
| Total | 1,319 | 100% |

FOI Complaint casework comparison outcomes Q2



Decision Notices Served

| | 2013/14 | 2014/15 |
|--------------|--------------|------------|
| Quarter 1 | 232 | 309 |
| Quarter 2 | 298 | 365 |
| Quarter 3 | 316 | |
| Quarter 4 | 415 | |
| Total | 1,106 | 674 |

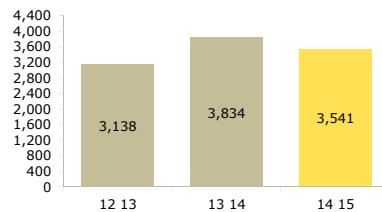
Decision Notices Served by outcome

| | 2013/14 | | | | 2014/15 | | | |
|--------------|------------|------------------|------------|--------------|------------|------------------|------------|------------|
| | Not upheld | Partially upheld | Upheld | Total | Not upheld | Partially upheld | Upheld | Total |
| Quarter 1 | 139 | 28 | 65 | 232 | 184 | 43 | 82 | 309 |
| Quarter 2 | 176 | 48 | 74 | 298 | 236 | 55 | 74 | 365 |
| Quarter 3 | 202 | 43 | 71 | 316 | | | | |
| Quarter 4 | 257 | 54 | 104 | 415 | | | | |
| Total | 774 | 173 | 314 | 1,261 | 420 | 98 | 156 | 674 |

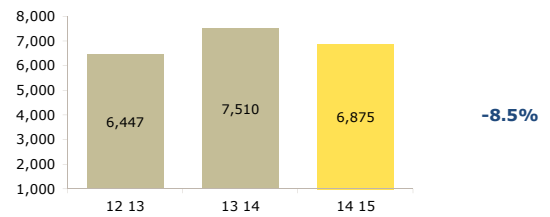
Received

| | 2013/14 | 2014/15 |
|-----------|---------|---------|
| Quarter 1 | 3,676 | 3,334 |
| Quarter 2 | 3,834 | 3,541 |
| Quarter 3 | 3,514 | |
| Quarter 4 | 3,714 | |
| Total | 14,738 | 6,875 |

Receipts In Quarter 2



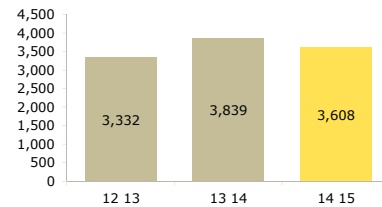
Comparative Receipts YTD



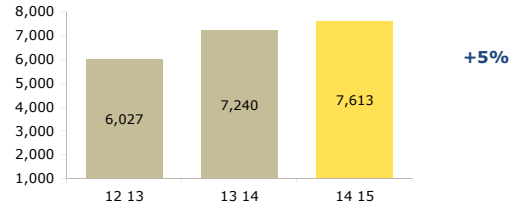
Closed

| | 2013/14 | 2014/15 |
|-----------|---------|---------|
| Quarter 1 | 3,401 | 4,005 |
| Quarter 2 | 3,839 | 3,608 |
| Quarter 3 | 4,111 | |
| Quarter 4 | 4,141 | |
| Total | 15,492 | 7,613 |

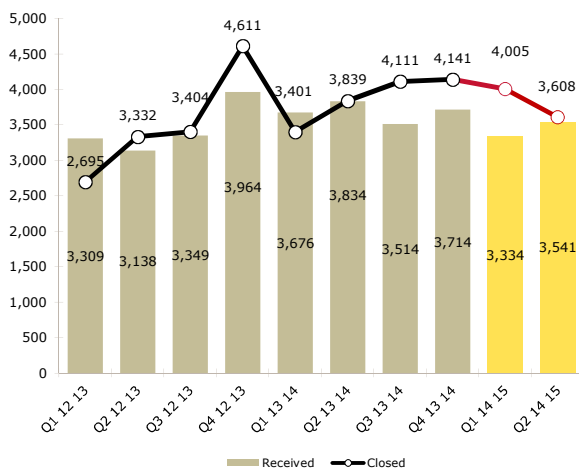
Closures in Quarter 2



Comparative Closures YTD



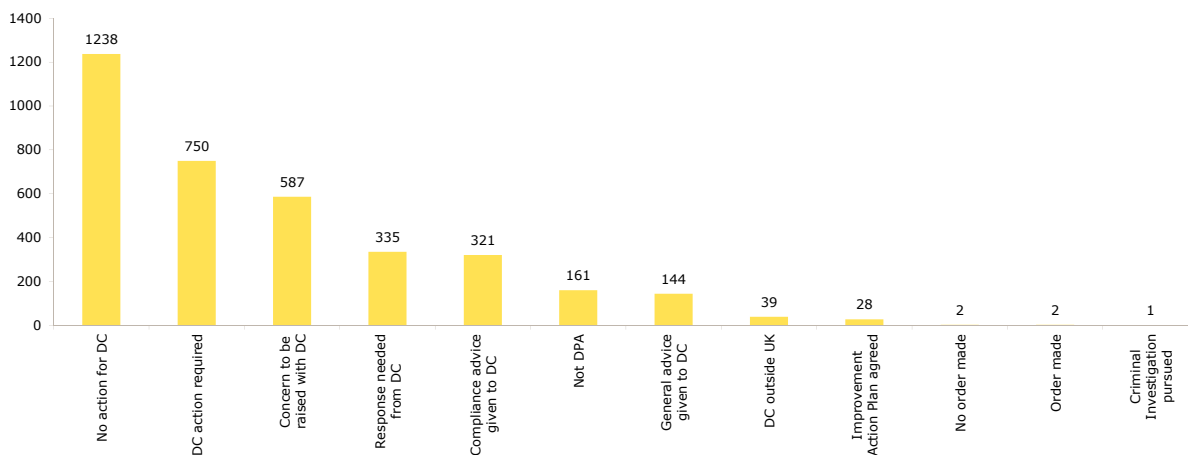
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

| Age profile | Q2 | % |
|-----------------|-------|------|
| 0 - 30 days | 2,643 | 73% |
| 31 - 90 days | 699 | 19% |
| 91 - 180 days | 224 | 6% |
| 181 - 270 days | 37 | 1% |
| 271 - 365 days | 4 | 0% |
| 1yr - 18 months | 1 | 0% |
| Total | 3,608 | 100% |

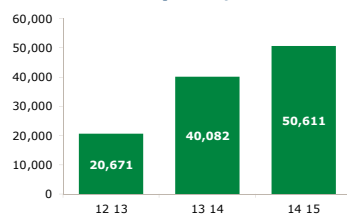
Outcomes of concerns finished in Q2



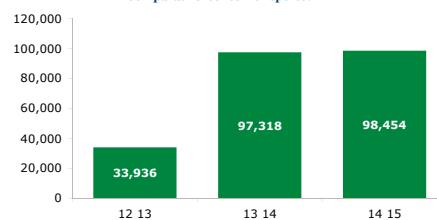
Concerns reported

| | 2013/14 | 2014/15 |
|-----------|---------|---------|
| Quarter 1 | 57,236 | 47,843 |
| Quarter 2 | 40,082 | 50,611 |
| Quarter 3 | 29,872 | |
| Quarter 4 | 34,530 | |
| Total | 161,720 | 98,454 |

Concerns reported in Quarter 2



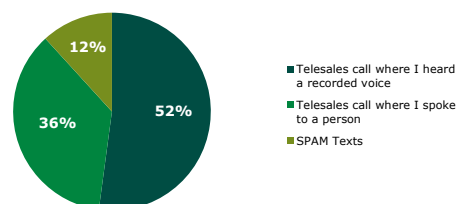
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

| | 2013/14 | | | 2014/15 | | |
|-----------|---|--|------------|---|--|------------|
| | Telesales call where I heard a recorded voice | Telesales call where I spoke to a person | SPAM Texts | Telesales call where I heard a recorded voice | Telesales call where I spoke to a person | SPAM Texts |
| Quarter 1 | 34,066 | 15,347 | 7,445 | 22,105 | 18,635 | 6,830 |
| Quarter 2 | 17,007 | 15,687 | 7,080 | 26,237 | 18,170 | 5,925 |
| Quarter 3 | 10,548 | 12,050 | 6,976 | | | |
| Quarter 4 | 12,403 | 13,185 | 8,638 | | | |
| Total | 74,024 | 56,269 | 30,139 | 48,342 | 36,805 | 12,755 |

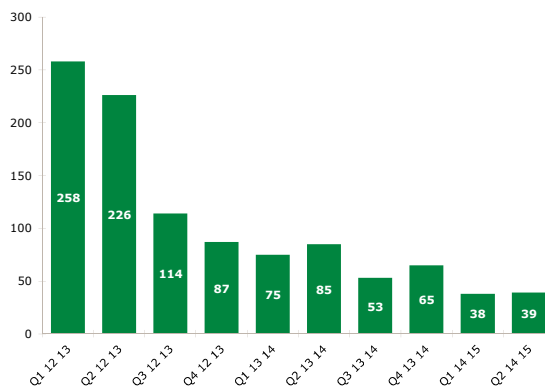
Nature of telesales and SPAM texts reported Q2



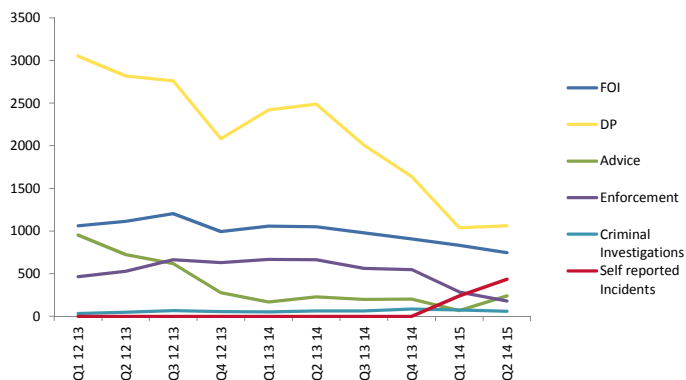
Cookie concerns reported

| | 2013/14 | 2014/15 |
|-----------|---------|---------|
| Quarter 1 | 75 | 38 |
| Quarter 2 | 85 | 39 |
| Quarter 3 | 53 | |
| Quarter 4 | 65 | |
| Total | 278 | 77 |

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.

FOI and EIR Complaints - Age profiles

| Age profile | Caseload Q2 | % |
|------------------|-------------|-------------|
| 0 - 30 days | 228 | 30.5% |
| 31 - 90 days | 238 | 31.9% |
| 91 - 180 days | 191 | 25.6% |
| 181 - 270 days | 65 | 8.7% |
| 271 - 365 days | 14 | 1.9% |
| 1 yr - 18 months | 11 | 1.5% |
| Total | 747 | 100% |

DP Concerns - Age profiles

| Age profile | Caseload Q2 | % |
|----------------|--------------|-------------|
| 0 - 30 days | 599 | 56.4% |
| 31 - 90 days | 334 | 31.5% |
| 91 - 180 days | 105 | 9.9% |
| 181 - 270 days | 13 | 1.2% |
| 271 - 365 days | 10 | 0.9% |
| 365 days + | 1 | 0.1% |
| Total | 1,062 | 100% |

Written advice - age profile

| Age profile | Caseload Q2 | % |
|---------------|-------------|-------------|
| 0 - 30 days | 233 | 98% |
| 31 - 90 days | 3 | 1% |
| 91 - 180 days | 2 | 1% |
| Total | 238 | 100% |

Self reported Incidents - age profile

| Age profile | Caseload Q2 | % |
|---------------|-------------|-------------|
| 0 - 30 days | 123 | 28% |
| 31 - 90 days | 204 | 47% |
| 91 - 180 days | 108 | 25% |
| Total | 435 | 100% |

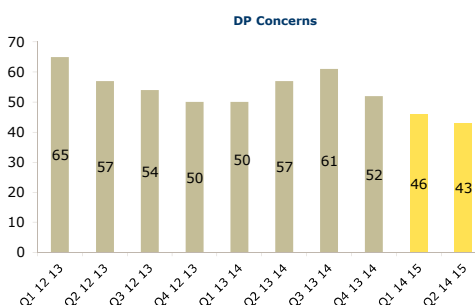
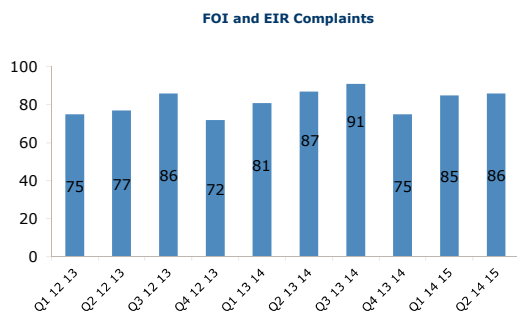
Enforcement - age profile

| Age profile | Caseload Q2 | % |
|----------------|-------------|-------------|
| 0 - 30 days | 6 | 3.4% |
| 31 - 90 days | 10 | 5.6% |
| 91 - 180 days | 19 | 10.7% |
| 181 - 270 days | 54 | 30.3% |
| 271 - 365 days | 39 | 21.9% |
| Over 1 yr | 50 | 28.1% |
| Total | 178 | 100% |

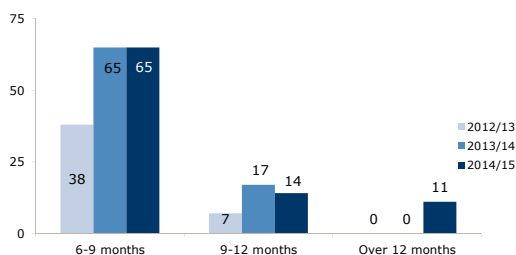
Criminal Investigations - age profile

| Age profile | Caseload Q2 | % |
|----------------|-------------|-------------|
| 0 - 30 days | 8 | 13.6% |
| 31 - 90 days | 13 | 22.0% |
| 91 - 180 days | 14 | 23.7% |
| 181 - 270 days | 7 | 11.9% |
| 271 - 365 days | 2 | 3.4% |
| Over 1 yr | 15 | 25.4% |
| Total | 59 | 100% |

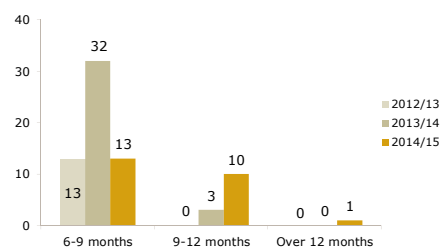
Average age of caseload in days at end of each quarter



FOI and EIR Complaints over 6 months old



DP Concerns over 6 months old

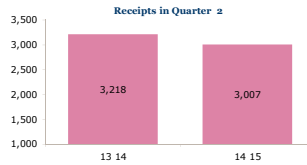


Written advice casework received

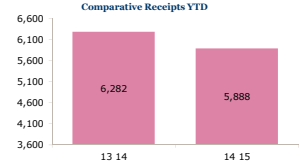
| | 2013/14 | 2014/15 |
|--------------|---------------|--------------|
| Quarter 1 | 3,064 | 2,881 |
| Quarter 2 | 3,218 | 3,007 |
| Quarter 3 | 2,826 | |
| Quarter 4 | 2,793 | |
| Total | 11,901 | 5,888 |

Written advice

Receipts in Quarter 2



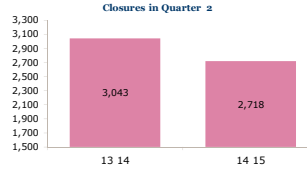
Comparative Receipts YTD



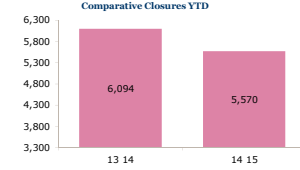
Written advice casework closed

| | 2013/14 | 2014/15 |
|--------------|---------------|--------------|
| Quarter 1 | 3,051 | 2,852 |
| Quarter 2 | 3,043 | 2,718 |
| Quarter 3 | 2,764 | |
| Quarter 4 | 2,722 | |
| Total | 11,580 | 5,570 |

Closures in Quarter 2



Comparative Closures YTD



Helpline advice

Helpline calls received

| | 2013/14 | 2014/15 |
|--------------|----------------|----------------|
| Quarter 1 | 64,231 | 54,749 |
| Quarter 2 | 73,030 | 49,217 |
| Quarter 3 | 63,553 | |
| Quarter 4 | 59,089 | |
| Total | 259,903 | 103,966 |

Helpline calls answered

| | 2013/14 | 2014/15 |
|--------------|----------------|---------------|
| Quarter 1 | 59,686 | 52,170 |
| Quarter 2 | 67,996 | 46,933 |
| Quarter 3 | 60,249 | |
| Quarter 4 | 55,506 | |
| Total | 243,437 | 99,103 |

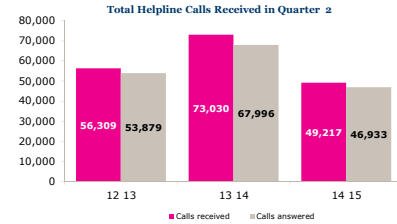
% calls answered

| | 2013/14 | 2014/15 |
|--------------|------------|------------|
| Quarter 1 | 93% | 95% |
| Quarter 2 | 93% | 95% |
| Quarter 3 | 95% | |
| Quarter 4 | 94% | |
| Total | 94% | 95% |

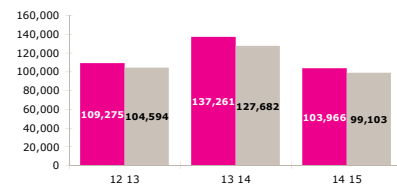
Average wait time

| | 2013/14 | 2014/15 |
|-------------------------|-----------|-----------|
| Quarter 1 | 100 | 61 |
| Quarter 2 | 94 | 61 |
| Quarter 3 | 72 | |
| Quarter 4 | 74 | |
| Average Wait YTD | 85 | 61 |

Total Helpline Calls Received in Quarter 2



Comparative Total Calls Received YTD



Helpline calls YTD

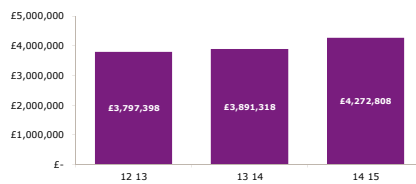
| | 2013/14 | 2014/15 |
|----------|---------|---------|
| Received | 259,903 | 103,966 |
| Answered | 243,437 | 99,103 |
| % Answ'd | 94% | 95% |

Registration fee income

Fee income received

| | 2013/14 | 2014/15 |
|--------------|--------------------|-------------------|
| Quarter 1 | £3,773,331 | £3,993,100 |
| Quarter 2 | £3,891,318 | £4,272,808 |
| Quarter 3 | £4,321,522 | |
| Quarter 4 | £4,593,499 | |
| Total | £16,579,670 | £8,265,908 |

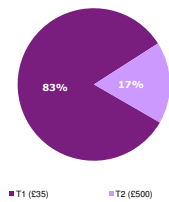
Registration Fee Income for Quarter 2



Comparative fee income YTD



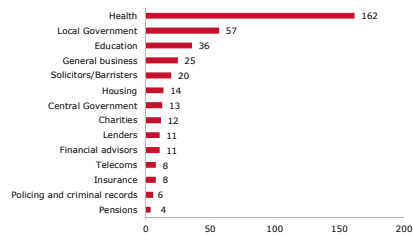
Fee income received in Q2 by fee tier



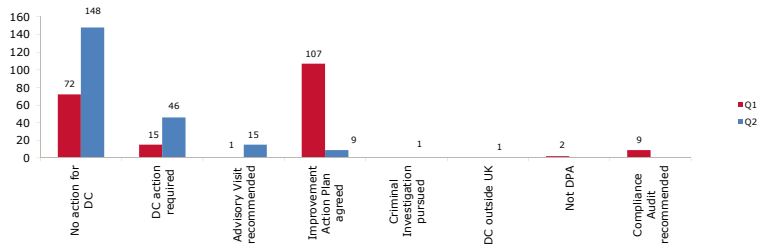
Self reported Incidents

| | Received | Finished |
|--------------|------------|------------|
| Quarter 1 | 441 | 206 |
| Quarter 2 | 425 | 221 |
| Quarter 3 | | |
| Quarter 4 | | |
| Total | 866 | 427 |

Sectors generating most self reported incidents YTD



Outcomes YTD



Enforcement and Criminal Investigations

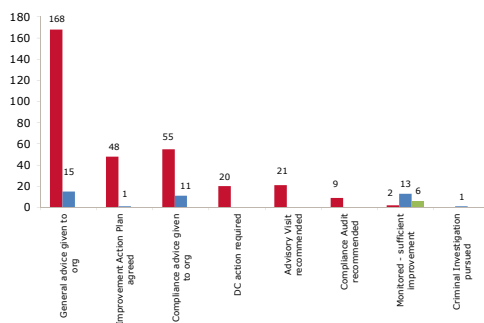
Enforcement

| | | Received | | | Finished | | |
|--------------|-----------|-----------------|-----------|-------------|-----------------|-----------|-------------|
| | | Data Protection | PECR | FOI and EIR | Data Protection | PECR | FOI and EIR |
| 2014/15 | Quarter 1 | 9 | 23 | 3 | 249 | 22 | 2 |
| | Quarter 2 | 8 | 13 | 5 | 100 | 25 | 4 |
| | Quarter 3 | | | | | | |
| | Quarter 4 | | | | | | |
| Total | | 17 | 36 | 8 | 349 | 47 | 6 |

Sectors generating most Enforcement cases YTD



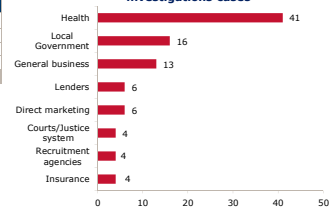
Outcomes YTD



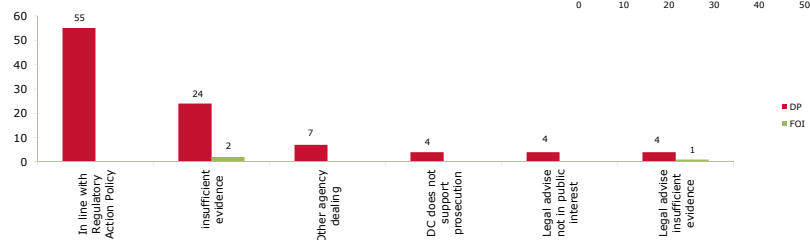
Criminal Investigations

| | | Received | | | Finished | | |
|--------------|-----------|-----------------|----------|-------------|-----------------|----------|-------------|
| | | Data Protection | PECR | FOI and EIR | Data Protection | PECR | FOI and EIR |
| 2014/15 | Quarter 1 | 57 | 0 | 2 | 61 | 0 | 2 |
| | Quarter 2 | 38 | 0 | 2 | 55 | 0 | 1 |
| | Quarter 3 | | | | | | |
| | Quarter 4 | | | | | | |
| Total | | 95 | 0 | 4 | 116 | 0 | 3 |

Sectors generating most criminal investigations cases



Outcomes YTD



Cases closed with a notices, cautions and prosecutions on all Enforcement work

| | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | | Total |
|---------------------------|-----------------|------|-----------------|------|-----------------|------|-----------------|------|-------|
| | Data Protection | PECR | Data Protection | PECR | Data Protection | PECR | Data Protection | PECR | |
| Undertaking served | 16 | | 8 | | | | | | 24 |
| Enforcement notice served | 1 | 1 | | 3 | | | | | 5 |
| Prosecuted | 8 | | 8 | | | | | | 16 |
| Cautions served | 1 | | 1 | | | | | | 2 |
| CMP served | | | 2 | 3 | | | | | 5 |

The above table shows the number of cases closed with a notice or undertaking outcome. The number of notices or undertakings actually served may be less as multiple cases with one Data Controller will result in a single notice or undertaking being served.